

**9 MAY 2012**



**Personnel**

**EMERGENCY FAMILY ASSISTANCE  
CONTROL CENTER (E-FACC)**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

**ACCESSIBILITY:** Publications and forms are available for downloading or ordering on the e-publishing website at [www.e-publishing.af.mil/](http://www.e-publishing.af.mil/)

**RELEASABILITY:** There are no releasability restrictions on this publication.

OPR: 911 FSS/FSF

Certified by: 911 AW/CC (Col Patrick S.  
Ryan)

Pages: 7

This instruction implements Air Force Policy Directive (AFPD) 36-30 *Military Entitlements*. This instruction outlines procedures for operation of the Emergency Family Assistance Control Center (E-FACC). The E-FACC is a facility staffed with disaster-response trained professionals and volunteers who provide community assistance in crisis situations which involve (or potentially involve) a large number of casualties. The E-FACC serves as a focal point for victim and family assistance services. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with (IAW) AFMAN 33-363, *Management of Records*, and disposed of IAW the Air Force Records Disposition Schedule (RDS) located at [https://www.my.af.mil/afirms/afirms/afirms/rds/rds\\_series.cfm](https://www.my.af.mil/afirms/afirms/afirms/rds/rds_series.cfm). Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using Air Force (AF) Form 847, *Recommendation for Change of Publication*; route AF Forms 847 from the field through the appropriate functional's chain of command. See **Attachment 1** for a Glossary of References and Supporting Information.

**1. Office of Primary Responsibility (OPR).** The 911<sup>th</sup> Force Support Squadron Airman and Family Readiness Center (A&FRC), has responsibility for oversight of E-FACC operations, including development of operating instructions and ensuring appointment and training of E-FACC members.

**2. General.** In mass casualty situations, the 911 Airlift Wing Commander (911AW/CC) will determine whether existing base agencies are able to accommodate the expected number of family and community members needing assistance and information. In the event that base agencies become (or have the potential to become) overwhelmed, activation of the E-FACC is an

option for leadership. In those situations in which the anticipated needs are beyond the capability of the agencies primarily tasked to provide immediate crisis intervention, the E-FACC may be activated. Crises involving a relatively small number of casualties (e.g., accidents involving two cars or the loss of a single-seat aircraft) can generally be managed in an effective manner through services provided by 911AW Public Affairs Office (911AW/PA), Chaplains (911AW/HC), 911ASTS Mental Health (911<sup>th</sup> ASTS/SGH) professionals and or the Allegheny County American Red Cross (ARC) in conjunction with the Allegheny County Mental Health and Stress Programs. When crises involve large numbers of potential casualties (e.g., a report that a wide-body aircraft has been damaged) existing services may be quickly overwhelmed, the E-FACC provides a consolidated facility through which the families of potential casualties can receive supportive services. The E-FACC will be established at the direction of the 911 AW/CC for SAFE HAVEN purposes to aid members and families utilizing the base as an intermediate or final destination in the event of evacuation. Services will include:

2.1. Initial Response and Assistance. The E-FACC will serve as a central gathering point for families awaiting information about the crisis. Families and community members will be directed to report to the E-FACC for the most up-to-date information. E-FACC staff will provide a supportive environment for individuals remaining at the A&FRC. Sign-in and sign-out logs will be maintained to keep track of the location of family members who may prefer to wait for information at their own homes or in alternate locations. Progress reports will be provided at the E-FACC through appropriate senior leadership or representatives of the 911 AW/PA. The E-FACC will establish a Volunteer Control Center to match volunteers with identified needs (e.g., manning phones, child care, and logistic support). Private facilities will be maintained for individuals in need of one-on-one support. The designated E-FACC personnel will be on hand to provide supportive counseling services for those needing emotional support. Following receipt of confirmation of casualties, E-FACC can also serve as the centralized location for management of incoming calls from individuals seeking information on the crisis and from those offering assistance. The E-FACC will be housed in building 300, rooms 111 and 112. If overflow space is required use of the Deployment Processing Center located in building 312 may also be implemented. Family Members will be encouraged to use the Perksburg Café as waiting area and the facility will remain open, as required, to provide E-FACC support.

2.2. Long-Term Assistance. After initial arrangements are made for the affected families, the focus of the E-FACC will shift to long-term assistance. This assistance will include continued grief counseling, assistance with funeral arrangements, entitlement briefings, financial assistance, and legal assistance. Counseling support for grieving family members, services to non-casualty families, survivors, “first responders,” staff and volunteers will also be provided. Continued coordination of support services and completion of an after-action report will be accomplished.

**3. Responsibilities.** Once the E-FACC is activated the A&FRC staff transitions to 24-hour operations and the Chief, A&FRC assumes duties as the E-FACC Director. In practical terms this will entail tasking reservists assigned to the installation. The A&FRC Readiness noncommissioned officer (NCO), a traditional reservist, serves as the E-FACC noncommissioned officer in charge (NCOIC). Due to the specialized structure of the reserves, a designated alternate Air Reserve Technician (ART) may be appointed. In addition to the A&FRC personnel (traditional reservists), E-FACC staffing should include assigned representatives from

911 AW/PA, 911 AW/HC, Legal Office (911 AW/JA), Mental Health (911 ASTS/SGH), the Sexual Assault Response Coordinator (in reserves is a social worker) and the American Red Cross (ARC) in coordination with Allegheny County Mental Health and Stress Response personnel. Volunteers, i.e. A&FRC, Key Spouse and Retiree Affairs) will provide additional support. Representatives from 911 FSS Manpower and Personnel Flight (911FSS/FSM), the 911 AW Comptroller (911 AW/FM), the 911 Logistics Readiness Squadron (911 LRS), and the 911 Aeromedical Staging Squadron (911 ASTS) will provide services at E-FACC as required by the specific casualty situation. Responsibilities of the E-FACC staff will be executed in accordance with current position descriptions and current union agreement and will include:

3.1. E-FACC Director. The Director will be responsible for the overall operation of the E-FACC during the crisis. The Director will ensure that rosters of personnel assigned to the E-FACC are current and that recall procedures are in-place. The Director will ensure that E-FACC staff is trained in disaster response and that E-FACC operations are exercised at least annually. Included in the training will be rumor control techniques, role-playing, telephonic response and information retrieval techniques, and sensitivity training. Upon activation of the E-FACC, the Director will ensure that E-FACC staff members are recalled and that arrangements are made for coverage of shifts for a 24-hour operation. The Director will serve as a consultant to the Emergency Operations Center (EOC) regarding needs of the families and community. The Director will implement and coordinate appropriate community responses after consultation with Wing leadership.

3.2. E-FACC NCOIC. The E-FACC NCOIC will assist the E-FACC Director and be responsible for coordinating logistical support for the E-FACC. The NCOIC will ensure that adequate communication assets are available for E-FACC operations, especially in the call center. Additionally, the NCOIC will ensure that adequate supplies are available to facilitate efficient operations and that details are coordinated to ensure the safety and comfort of E-FACC staff and the family members seeking assistance and information.

3.3. 911 AW/PA (Public Affairs). 911 AW/PA will be responsible for ensuring widespread dissemination of information regarding activation of E-FACC. 911AW/PA representative to the E-FACC will be responsible for clearing of all information released through the E-FACC pertaining to the crisis. If 911 AW/PA cannot provide a representative to the E-FACC location due to manning and mission requirements, 911 AW/PA will perform these responsibilities from their main office and send updates and information cleared by phone, email or PA courier as appropriate.

3.4. A&FRC. The A&FRC will train all staff in E-FACC operations and detail them to the E-FACC for the duration of E-FACC operations. A&FRC traditional reserve personnel will be responsible for providing manpower to work check-in stations, coordinate task assignments of volunteers, provide Air Force Aid Society assistance, and supervise details, as needed. A&FRC traditional reservist staff will augment other agencies in providing supportive and grief counseling, when appropriate. If long-term assistance is needed, A&FRC staff will assist 911 ASTS personnel in coordinating Traumatic Stress Response (TRS) assistance and support.

3.5. 911 AW/HC (Chaplin). At least one chapel representative will be assigned to the E-FACC to provide emotional and spiritual support to family members and affected community members.

3.6. 911 ASTS (Aeromedical Staging Squadron). A representative from the Mental Health Clinic will be available to provide supportive services and to serve as consultant in situations in which family members may require medical/mental intervention. In the event that no Mental Health personnel are available, the most senior medical Air Reserve Technician (ART), or senior traditional reservist (TR) on military orders will serve in this capacity. 911ASTS will have primary responsibility for organization of TRS services. The representative will request assistance from other helping agency personnel to accomplish this, as needed.

3.7. ARC. ARC will assist A&FRC in Disaster Response training and execution. Financial assistance will be provided, as needed, as outlined in the ARC Disaster Relief financial assistance guidelines.

3.8. 911 AW/JA (Jag). 911 AW/JA staff will provide legal assistance to affected families.

3.9. 911 AW/FM (Comptroller). Representatives from 911 AW/FM will be available to provide financial information and assistance.

3.10. 911 LRS (Logistics). Representatives from 911 LRS will be available to assist family members with travel and relocation assistance.

3.11. 911 ASTS (Aeromedical Staging Squadron). Representatives from 911ASTS will be available to address emotional and physical needs of families of potential Department of Defense (DOD) casualties and DOD personnel affected by the disaster.

3.12. The 911 CS (Communications). 911CS will be available to provide telecommunication support.

3.13. 911 AW/CCK. The Sexual Assault Response Coordinator, a trained social worker, will augment the 911 ASTS/SGH in providing services to affected members and families.

3.14. 911 FSS/FSMPS (Casualty). The 911 FSS/FSMPS will act to provide assistance to families impacted by casualties and will augment the E-FACC in handling other administrative responsibilities as required.

3.15. 911 FSS/FSM (Manpower and Personnel Flight). The 911 FSS/FSM will provide augmenters to assist in the operation of the E-FACC.

3.16. 911 FSS/SV (Services). The 911 FSS/SV will, as needed, ensure on base food service is available for military members and civilians manning the E-FACC. Additionally actions to ensure food service is available for purchase for those not assigned but who are using services would be beneficial. They will accept food related donations, if forthcoming, and will catalogue other items directly donated for "victims" and release them for distribution. They will coordinate child care services; if feasible.

3.17. Service liaisons will ensure that health services, postal delivery and utilities providers are notified of needs.

3.18. Client Services will include: legal counsel; banking services; service relief fund; insurance claim services; travel assistance (trains, planes and automobiles); school/child care representatives; counseling services, chaplain/religious support services, and housing referral.

3.19. The 911 SFS (Security Forces) will provide security requirements to the E-FACC and the A&FRC for non-Department of Defense Personnel access to the installation/within the installation.

3.20. The following teams and services will be generated including the aforementioned members as needed: Mass Care registration team; personnel accountability liaison; volunteer management service; donations management service; services for non-English-speaking; hearing impaired and physically impaired populations.

#### **4. Procedures.**

4.1. The 911 AW/CC, Incident Commander, or EOC Director, directs the activation of E-FACC.

4.2. The primary location of the E-FACC is the A&FRC, building 300 with over-flow to building 312. Alternative facilities will be used if the scope of the crisis is likely to exceed the capacity of A&FRC.

4.3. E-FACC configuration ideally includes a space for informational briefings, a command and control area, a call center, a business center, private counseling rooms, resting rooms, a child care area, and food service/eating areas. Facilities are a limiting factor at the 911<sup>th</sup>.

4.4. The E-FACC will be open 24 hours a day during the initial crisis response period. Immediate availability of traditional reservists to implement this plan is a limiting factor.

4.5. 911 CS/COMM support will ensure the E-FACC has the availability of internet connections, phone lines with 1-800 number support for the call center, ideally two unpublished phone lines for use by service provider staff, volunteers, and family members to ensure that outgoing lines remain open and available.

4.6. All service provider staff and volunteers should be clearly identified with a badge. Badges will be provided by the Director.

4.7. E-FACC sign-in and sign-out logs will be utilized to capture such information as full names of service member and family members, relationship of waiting parties to potential casualty, and phone numbers and locations where family members may be reached.

4.8. All entrances and exits to the E-FACC should be monitored to ensure the safety and privacy of all family members and friends. Assigned staff will share in implementing this responsibility.

4.9. In large scale disasters continuity of operations may occur if disaster size exceeds scope and capabilities of 911th AW in-house assets, higher headquarters will be engaged for allocation of additional regional assets as appropriate.

4.10. E-FACC personnel will release no information regarding the disaster without clearance from 911 AW/PA. No information will be released on the status of casualties until confirmation is received that next-of-kin have been notified by the Casualty Notification Officers and the names of casualties are released by 911 AW/PA.

4.11. The E-FACC Director will advise the EOC or 911 AW/CC when the need for specialized service provider assistance from other installations is indicated.

JAMES B. FINNEY, Colonel, USAFR  
Commander

**Attachment 1**

**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION**

***References***

AFPD 36-30, *MILITARY ENTITLEMENTS*, 2 AUG 1993

AFMAN 33-363, *MANAGEMENT OF RECRDS*, 1 MAR 2008

Adopted Forms

AF From 847, Recommendation for Change of Publication, 22 Sep 2009

***Abbreviations and Acronyms***

**ARC**—American Red Cross

**A&FRC**—Airman and Family Readiness Center

**ART**—Air Reserve Technician

**NCO**—Noncommissioned Officer

**NCOIC**—Noncommissioned Officer In Charge

**DOD**—Department of Defense

**EOC**—Emergency Operations Center

**TR**—Traditional Reservist